



# ***JOB OPPORTUNITY***

**CALIFORNIA STATE DEPARTMENT OF INSURANCE**

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## **ASSOCIATE INSURANCE COMPLIANCE OFFICER**

**\$4,110 – \$4,997**

**CLAIMS SERVICES BUREAU**

**LOS ANGELES**

### **RESPONSIBILITIES:**

Under direction, the Associate Insurance Compliance Officer assists consumers by independently obtaining and analyzing information in order to mediate and resolve complex claims related consumer complaints regarding all lines of insurance; identifies unfair claims practices violations of the California Insurance Code and related regulations, laws, statutes and, with the facts found to exist, recommends enforcement action when necessary; acts as a conciliator in complex disputes and misunderstandings in an attempt to reach an amicable resolution between insurer and insured; completes assigned special projects and other related duties as assigned.

### **DESIRABLE QUALIFICATIONS:**

Three years of experience in insurance claims adjusting or insurance consumer services; graduation from college with a bachelors degree is highly desirable, however, experience will be accepted in place of the college degree on a year-for-year basis. Candidates must have knowledge of insurance practices and the laws and regulations applicable to insurance, along with good analytical and verbal/written communication skills and ability to utilize standard computer software applications.

### **WHO MAY APPLY:**

Applications will be accepted from current State employees at the Associate Insurance Compliance Officer level, those within transfer range, or individuals who have list eligibility for **Associate Insurance Policy Officer**. Training and Development Assignments may be considered for certain classifications only if necessitated for recruitment purposes. All applications will be reviewed; however, only the most qualified candidates will be interviewed. Applicants currently on SROA lists or employed by a surplus department are encouraged to apply. ***All applicants must clearly indicate the basis of their eligibility (i.e. SROA, surplus, reemployment, reinstatement, transfer, or list eligibility) on the state application.***

### **APPLICATION PROCEDURE:**

Send a completed standard State of California application to Christopher Flora, Department of Insurance - Human Resources Management Bureau, 300 Capitol Mall, 13<sup>th</sup> Floor, Sacramento, CA 95814. ***Please indicate "AICO #372-8562-CSB" on the State application.*** For additional information, please call (916) 492-3260.

**FINAL FILING DATE: May 11, 2001 or until filled**

**NOTE: Interested individuals, including list eligibles, must submit state application in order to be considered for this position.**

**DO NOT SUBMIT APPLICATIONS TO THE STATE PERSONNEL BOARD**

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